



Illinois Department of Commerce & Economic Opportunity

JB Pritzker, Governor

Social Distancing: Restaurants and 3rd Party Delivery Services

The governor's order recognizes that restaurants and related businesses including delivery services are critical services for Illinois residents. Such businesses are essential, but they must implement safe social distancing policies.

Essential businesses should take measures to prevent the spread of COVID 19. Provide soap and water and alcohol-based hand rubs in the workplace. Ensure that adequate supplies are maintained. Place hand rubs in multiple locations or in common areas and conference rooms to encourage hand hygiene. Instruct employees to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty. Businesses should also provide tissues and no-touch disposal receptacles for use by employees. Promoting these safety measures in the workplace has the potential to reduce the spread of COVID 19.

Restaurants: Additionally, restaurants that are offering pick up or delivery for off premise consumption must also comply with social distancing. To help promote social distancing restaurants could use these helpful tips:

- Use signage to alert customers not to come inside, instead call and an employee will bring the food out for pickup
- Offer instruction on the signage that encourages waiting customers to practice social distancing and maintain a safe distance of at least 6 feet apart
- Offer ground markers that clearly demonstrate 6 feet of distance for each customer waiting
- Encourage 3rd party delivery services to wait in their vehicle and a restaurant employee will deliver the order curbside
- Offer a drive through to alleviate customer gathering
- Stagger pickup times so a large number of customers are not waiting at the same time
- Designate employee(s) to ensure the cleaning guidelines set by the CDC are followed
 - Cleaning staff should clean and disinfect all areas (e.g., offices, bathrooms, and common areas) used by customers and employees, focusing especially on frequently touched surfaces.
 - If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
 - For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.
 - Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.
- Provide hand washing station for third party delivery services.



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Third Party Delivery Services: Services such as Grubhub, Caviar, and Uber Eats, among others, should also be abiding by the social distancing guidelines. Good practices include:

- Provide gloves and hand sanitizer to all delivery personnel.
- Abide by the six feet rule when picking up and dropping off delivery items.
- Do not congregate. Avoid gathering in crowds to wait for orders.
- Set up a contactless option for deliveries (in app payment and tipping).
- Avoid touching door handles and other commonly touched surfaces.
- Keep your delivery vehicle clean and sanitized.
- Wash your hands between each delivery.

Be aware of your surroundings. If a customer or delivery person appears to be ill, exercise caution and keep a distance. Wash your hands often. Clean and sanitize your station between customers. Provide hand sanitizer for employees to use during their shift. Offer sanitary wipes to customers to use for cart and basket handles. Most importantly, if you are sick, stay at home.

If you believe that a business is violating Executive Order 20-10, which requires all non-essential businesses cease all activities except for working from home, you may submit a complaint at <https://app.smartsheet.com/b/form/da22b3bda11940338dc00628e56486fd>.

A list of frequently asked questions regarding essential businesses can be found at <https://www2.illinois.gov/dceo/Documents/Essential%20Business%20FAQ.pdf>.